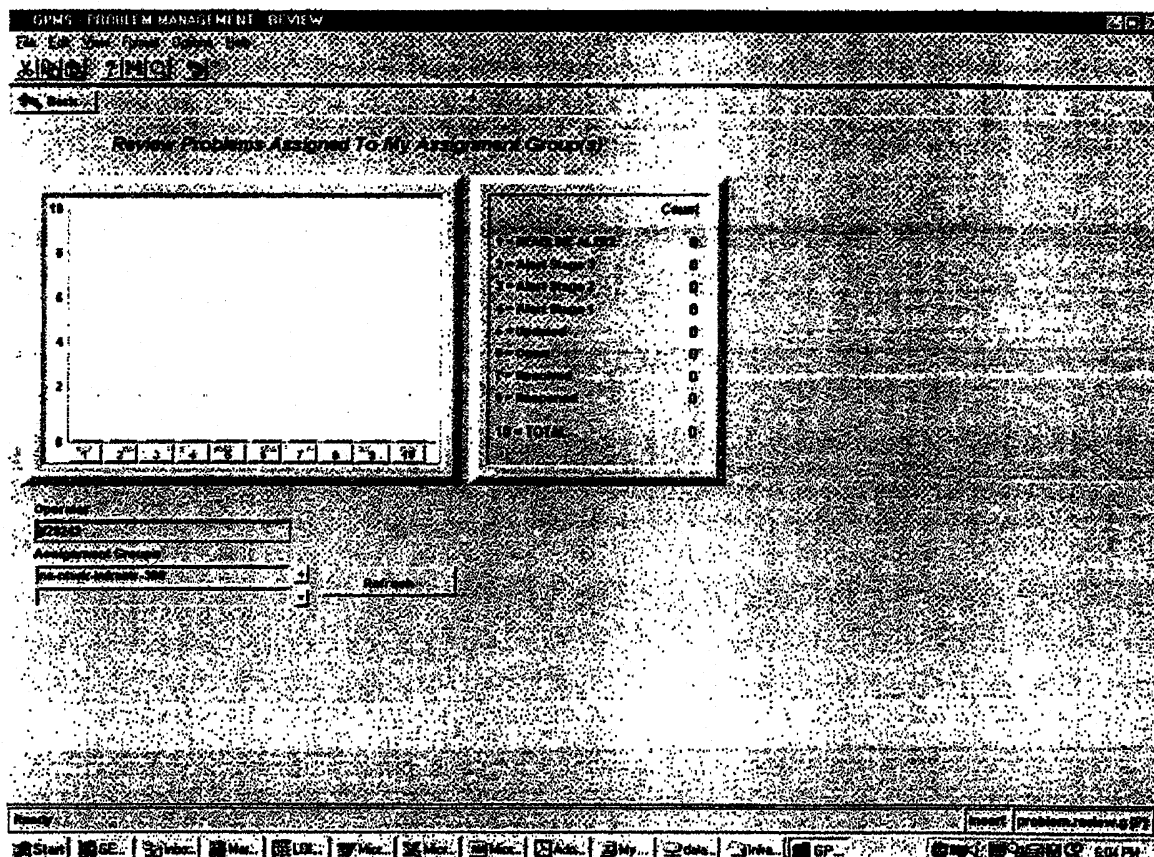


By clicking on "chart my group's tickets", the Infrastructure Integration member can view all pending tickets in the queue that are sorted by severity, quantity and status.



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By clicking on the category and desired problem #, the following page is displayed. The tech updates the assignment name field and saves all status and information updates. If the problem is not related to the field that the group supports it is reassigned to the next logical group in an attempt to solve the problem. If the problem can be resolved by the group it is currently assigned to, then the tech clicks on resolve at the top of the screen, enters a required incident end time and resolution.

[illegible]

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The page below is obtained by clicking on search for a problem. You can search by ticket number, group, requestor, etc. for tickets that are open or closed or encompass both criteria in you are unsure.

GPM5 - On day when you open tickets?

File Edit View Format Window Help

NEW TICKET

Incident Information

Property: Call Number: Category:
 Priority: Priority By: Investigation Status: Open Time:
 Resolution Time:
 Group Opened By: Reported By: Assignment Name: Close Time:
 Start Time:
 Group Closed By: Closed By: Status: Duration Time:
 End Time:
 Group Reopened By: Reopened By Name: Location:
☐ Open ☐ Closed ☐ Other
 Ticketing Method:

Client Information

Client Name: V.P. Name: Employee ID: Fax: Phone:
 Title: Department: Location: Work Code:
 Reported By: Manager / Contact Tel # Floor: Floor Box: Single Signon:

Device/Application

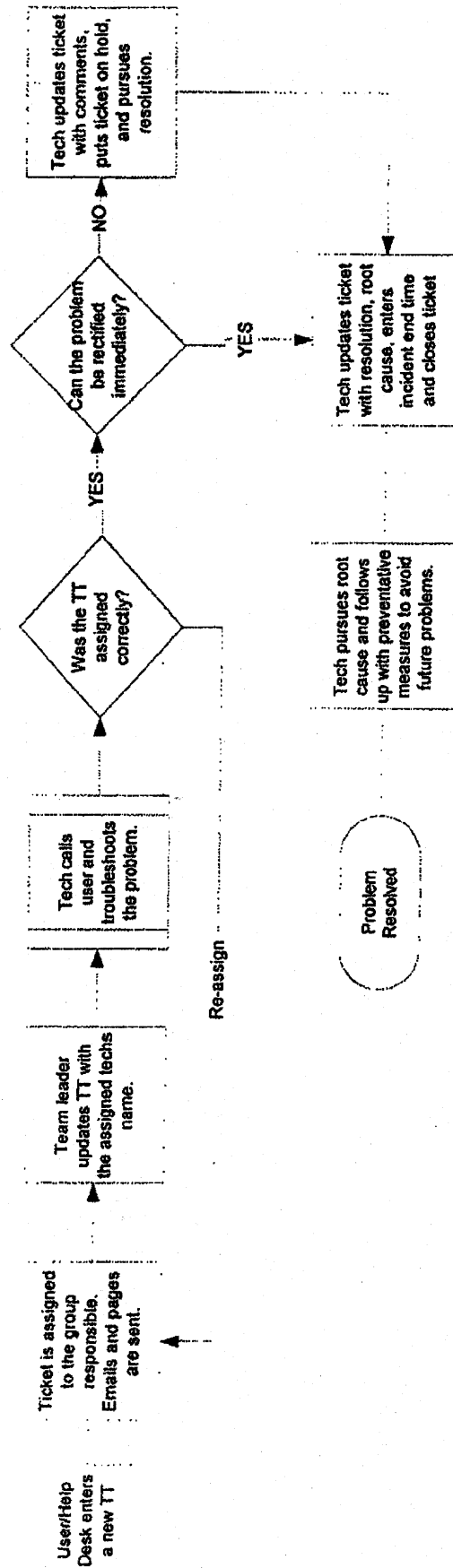
Device ID: Device Description: Application ID: Application Acronym:

Category Information

Category: Subcategory: Failing Component:
 Perceived Category: Perceived Sub-Category: Perceived Failing Component:
 Job Name: Job Number: Serial No.:

Ready | Inspec | gpm5northgrovesoftware.com | 8/25/04

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GPMS Infrastructure WorkflowCTI00001570
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2.4 Infoman

Infoman is the system used for all network changes that occur within Citigroup. The Infrastructure group utilizes this program to schedule and coordinate network changes that require physical cabling infrastructure changes or the support thereof.

Upon logging in to Infoman, a screen will display a variety of options. You will be able to create a change parent record, query a previously entered record, or perform a search of events taking place in respective buildings.

Change Management Function - Infoman

Parent Records
View/Update [] []

Activity Records
View/Update [] []

Hardware Records
View/Update [] []

Create
Parent [] []

Search
Locked/Install Parents Pending your Approval [] [SBNINTN] [] key your Approval Class and click "Go"
Parents Ready for Implementation by Application [] [SBNINTN] [] key your Application Class and click "Go".

Job Documentation Functions
Parent or Activity Search
Hardware Record Search
Asia UAT Process Options
Set up a Command Line Search

MainIndex ChgMgmt PdbMgmt AppRcs SrvRcs EvtRecord EvtCl AccInc JobDoc MstrSetup

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You can search a specific reference number and receive a summary screen of the change as seen below. It displays summary of change, location of event, and requester information.

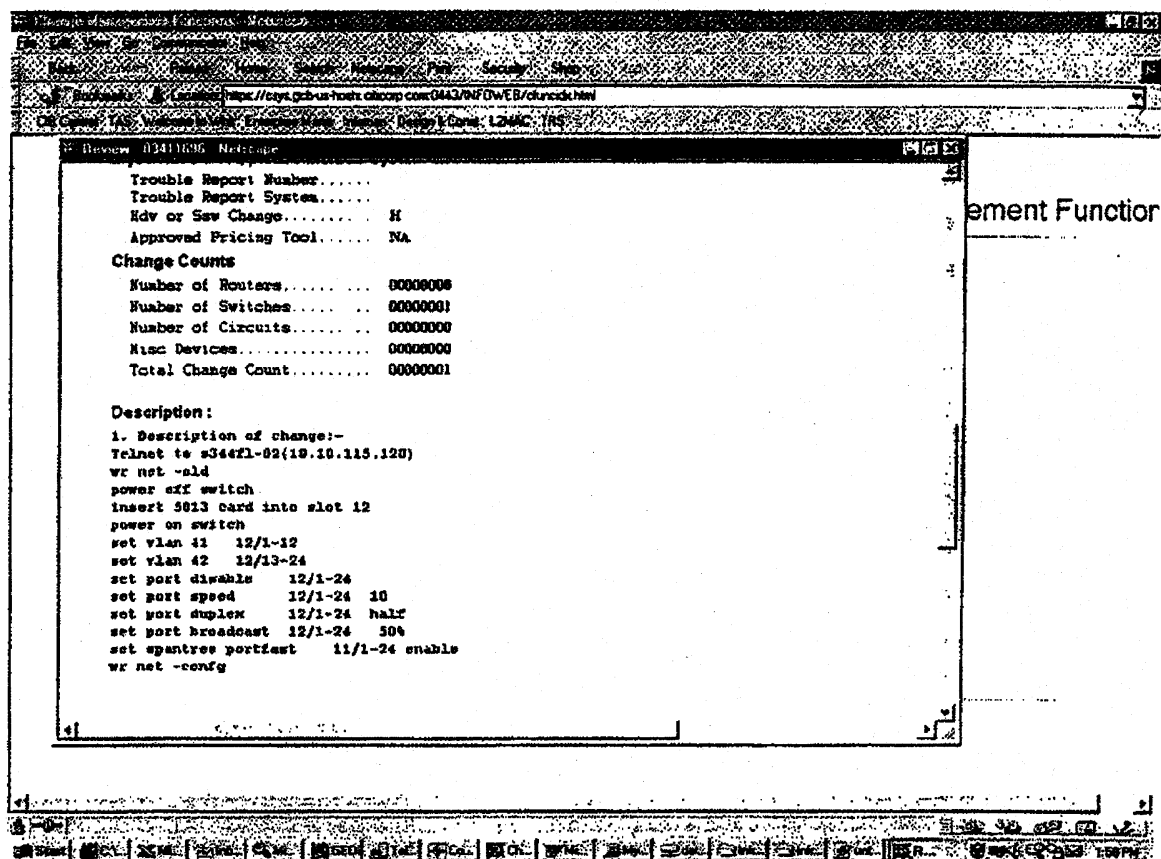
The screenshot shows a web browser window displaying the Citicorp Change Management System. The page title is "Change Parent Record - 03411696". The Citicorp logo is visible in the top left. The page contains several sections of information:

- Change Parent Record Summary:**
 - Change Parent Record: 03411696
 - Application ID: SBMENT
 - Record Status: LOCKED, owned by Class CEGMET APPROVED
 - Display History Data: [X]
- Requester Info:**
 - Requester Name/Phone/Dept: SARANELLO/TOM 212-816-4102 SBYS
 - Manager Name/Phone: JOHNSTON/DOUG 212-291-2901
 - Short Description: INSTALL LINE CARD IN 34TH STREET 4TH FLOOR SW
- Change Criteria:**
 - Primary Region: NA
 - Cross Region Impact:
 - Division: S
 - Affected Business: CIB
 - Network Platform: OTHER
 - Business Risk: M
 - Technical Impact: M
 - Key Items Affected:
 - Time Zone: EST

The bottom of the browser window shows a taskbar with various icons and a system clock indicating 1:09 PM.

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By scrolling further, you can display the details of the change:



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You can also view a calendar of daily events for a specific region, for example, North America:

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Change Records - Search Results List

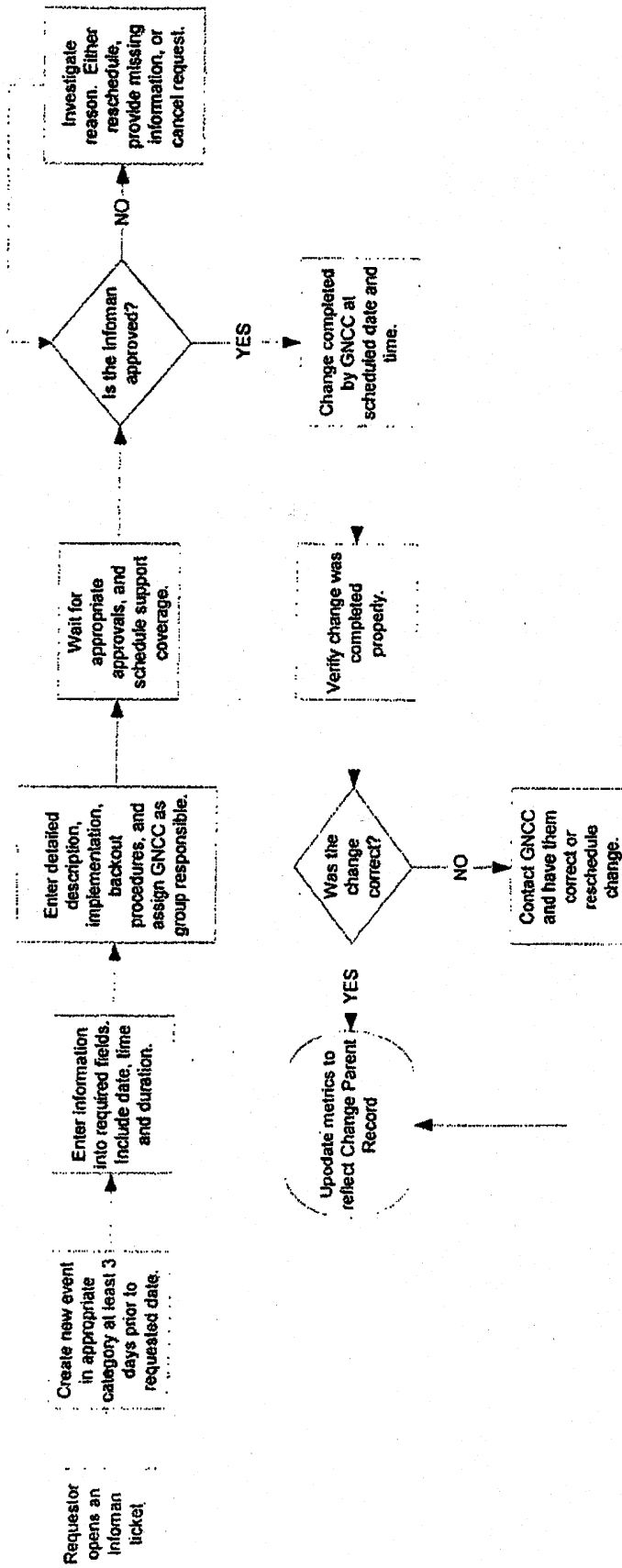
Your Search was: SE PROD/C TYPENET DATU20030115 REGINA
1 to 12 of 12 records found.

Select Action	Record ID	Record Status	Application ID	Type Rec	Description
Review	03389944	DESIGN	DCNVCC	C	FIX PROBLEM NO 03388531
Review	03389554	COMPLETED	SBNOPS	C	ENABLE SWITCH PORT ON VLAN :
Review	03387061	COMPLETED	SBNINT	C	PORT NAME AND ENABLE FOR NEW SERVERS 390/*
Review	03384533	COMPLETED	SBNENG	C	NAT CHANGES FOR SIAC-FUND SPEED ROUTING # 390
Review	03380192	COMPLETED	NAPNEI	C	CALED CYBERGUARD FIREWALL CHANGES MD36-WJ13
Review	03379324	COMPLETED	DCNJLAN	C	MAKE CHANGES ON THE VEEHAUKEN PBX
Review	03373907	COMPLETED	DOSDUD	C	IMPLEMENT SUB-INTERFACES FOR KBT2 REMOTE SITE
Review	03371869	COMPLETED	SBNENG	C	ACCEPT NEW ROUTE FROM ACCENTURE TO 390C/TEST
Review	03370897	COMPLETED	NAPNEI	C	CBNA FINANCIAL CTR CLOSURE-B0142 BA CLEANUP
Review	03370680	COMPLETED	NAPNEI	C	BRANCH SERVER CABINET RELO AT B0677-UTOPIA
Review	03313051	COMPLETED	NASDSUT	C	CLEAN UP OLD LOGGING FILES FOR ATLANTA
Review	03329542	COMPLETED	SBNENG	C	MODIFY NAT ON NYCEP2-NUCEPT FOR BOTOC.COM

[Return To Preform Search](#)

[Main Index](#) [Chg Mgmt](#) [Prd Mgmt](#) [App Rpts](#) [Srcv Rpts](#) [Pol Record](#) [Env Cls](#) [Acting](#) [Job Doc](#) [User Setup](#)

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Infoman Infrastructure WorkflowCTI00001575
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